

FAX NO. 8013281707

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# OFFICIAL

APR 21 2004

PATENT APPLICATION  
Docket No. 13768.122

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Milan M. Shah et al.

Serial No. 09/464,348

) Art Unit  
) 2157

Confirmation No. 7423

Filed: December 15, 1999

For: **METHODS AND SYSTEMS FOR END-USER  
EXTENSIBLE ELECTRONIC MAIL**

Examiner: Barbara N. Burgess

Customer No.: 022913

**AMENDMENT "C"**

**Mail Stop AMENDMENT – FEE**  
**Commissioner for Patents**  
**P.O. Box 1450**  
**Alexandria, VA 22313-1450**

Dear Sir:

In response to the Office action of November 21, 2003 (paper no. 17), please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments begin on page 7 of this paper.**